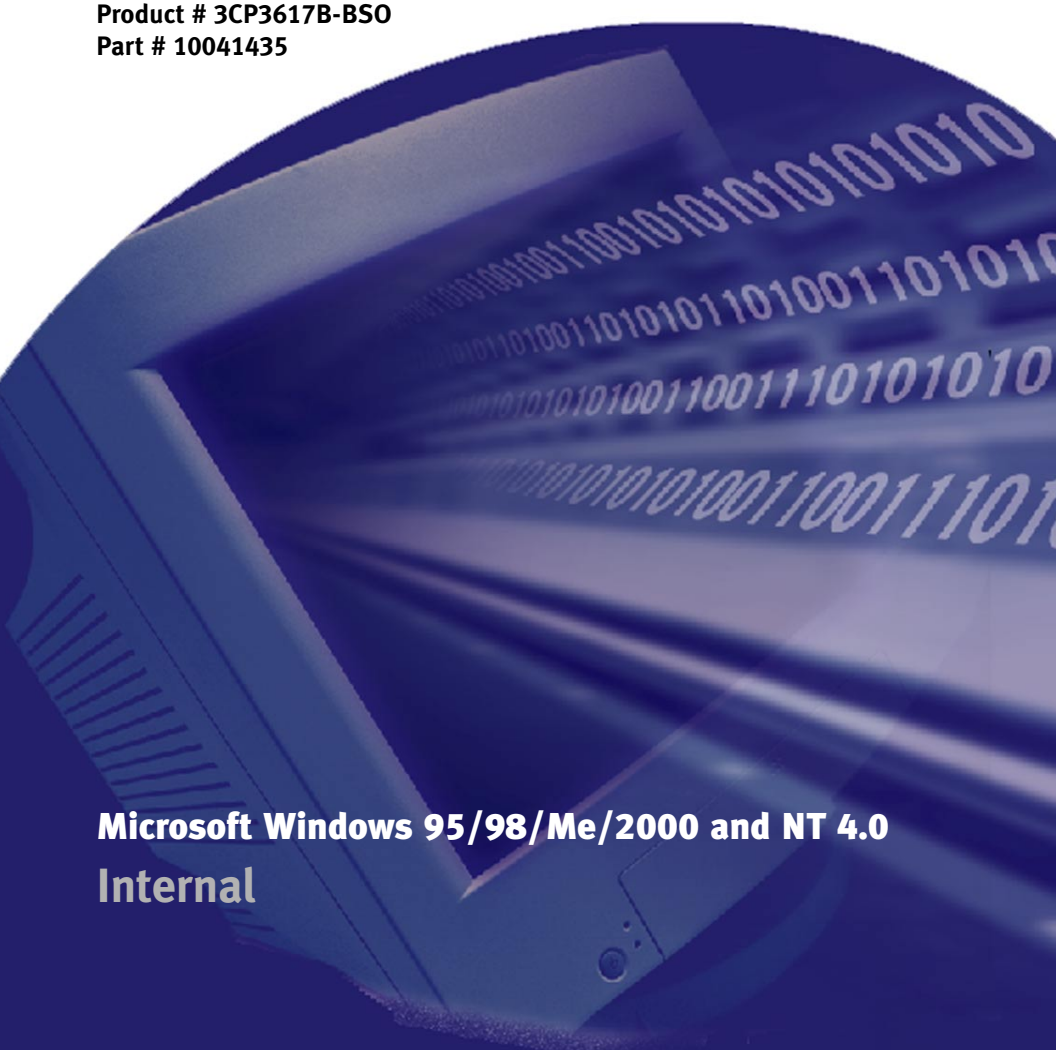
3Com® HomeConnect™

ADSL Modem PCI

Quick Start Installation Guide

Product # 3CP3617B-BSO
Part # 10041435



Microsoft Windows 95/98/Me/2000 and NT 4.0

Internal

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http://www.3com.com
Published February 2001

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Installation Sequence

(Installation and configuration of the 3Com HomeConnect ADSL Modem PCI has a slightly different sequence for Windows 95/98/Me/2000 users and Windows NT users.)

Windows 95/98/Me/2000

Chapter One
Software

Chapter Two
Card

Chapter Three
Verify
Connection

Chapter Four
Connect

Windows NT

Chapter Two
Card

Verify R.A.S.

Chapter One
Software

Chapter Three
Verify
Connection

Chapter Four
Connect

Requirements

The following list provides the minimum requirements needed for successfully installing and configuring your ADSL Modem.

- Microsoft Windows operating system 95/98/Me, Windows 2000 Professional or Windows NT 4.0 Workstation. For NT 4.0, you will also need a copy of Service Pack 4 or higher.
- 32 Megabytes of RAM.
- Approximately 10 Megabytes of free hard disk space.
- One free PCI slot.
- ADSL service.

In addition to the above, your DSL provider may require the use of ADSL micro filters. If so, this will have been addressed in any documentation you may have received from them.

Items to Have Ready

The following items will be required to install your modem. You should locate them now and have them ready.

- Your Microsoft Windows 95/98/Me/2000 or NT 4.0 CD-ROM.
- A small screwdriver for removing your PC cover and installing the PCI card.
- Microsoft NT Service Pack 4 or higher if installing in NT.
- Your Internet Service Provider's (Phone Company's) name.

Conventions

Information

Caution

Warning

Bold Type

Emphasis

Chapter One
Installing Modem Software

Windows 95/98/Me*/2000 users will install the CD-ROM first, following procedures in this chapter. Then, shut off the computer and install the PCI card.

Windows NT users should go first to Chapter Two and install the card, then verify Remote Access Service (RAS) and, last, install the 3Com HomeConnect software as shown in this chapter.

Chapter Three covers verifying the connection, and Chapter Four, connecting to your service provider.

You are now ready to begin the modem software installation.

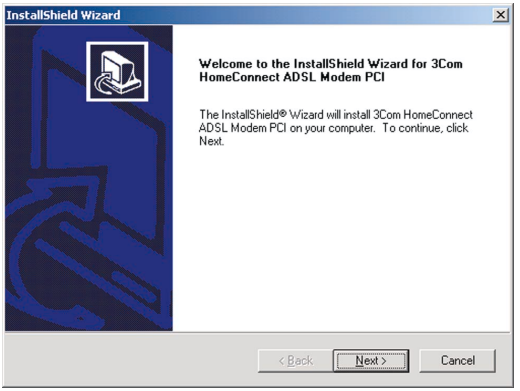
You may be asked to insert your Windows operating system CD-ROM during the install. You should locate it now and have it ready before you begin in case it is needed.

During the software installation, there are some differences between the installation of the software to systems running Windows 95/98/Me/2000 and those running Windows NT. Consequently, we will use a symbol in the text to identify those steps that apply specifically to Windows NT operating systems. NT

Software Installation Procedure

Place the 3Com ADSL PCI Installation CD-ROM in your CD-ROM drive. The Setup program should automatically start, as shown on the following page.

** Throughout this guide, Millennium (Windows upgrade to Windows 98) is abbreviated as Me.*


InstallShield Wizard
Welcome to the InstallShield Wizard for 3Com HomeConnect ADSL Modem PCI
The InstallShield® Wizard will install 3Com HomeConnect ADSL Modem PCI on your computer. To continue, click Next.
< Back
Next >
Cancel

All users: It is a good idea to close all open applications you may have running before starting the installation, although it is not mandatory. If you haven't done this, you can do so at this point by hitting the **Cancel** button.

If the installation does not automatically launch, you can manually start it. From the **Start** menu, select **Run** and type **x**:\setup.exe, where **x** is the letter of your CD-ROM drive.

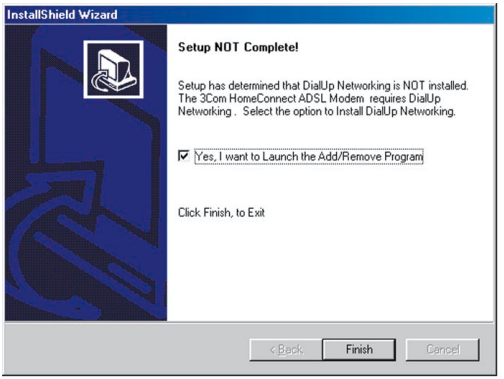
Alternately, you can click the **MyComputer** icon on your desktop, click the CD-ROM Drive icon, and find the **Setup** icon (shown here.) Double click on that, and the install program will start.

Windows 95, 98 and Me Users: Install Dial-Up Networking

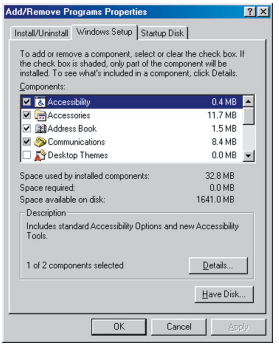
In Windows 95, 98 and Me, if the Dial-Up Networking function has not already been installed on your computer, you will be prompted to install it. The prompts will look a little different in Windows 95, 98 and Me.

In Windows 95, the first screen will ask if you want to install Dial-Up

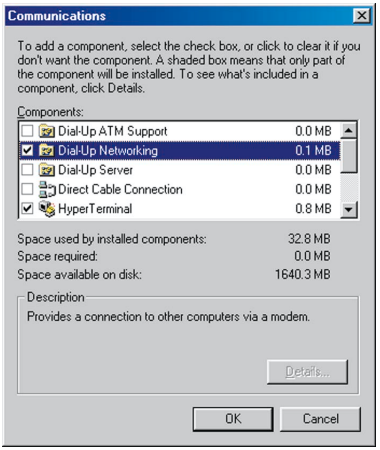
Networking. Click to accept and you will see a screen similar to that shown in Windows 98 and Me, allowing you to initiate the windows procedure to complete the installation. Click **Finish.** Windows 95 will install Dial-Up Networking. Windows 98 and Me will launch the **Windows Add/Remove Programs** applet.


InstallShield Wizard
Setup NOT Complete!
Setup has determined that DialUp Networking is NOT installed. The 3Com HomeConnect ADSL Modem requires DialUp Networking. Select the option to Install DialUp Networking.
Yes, I want to Launch the Add/Remove Program
Click Finish, to Exit
< Back
Finish
Cancel

The **Add/Remove Progams Properties** applet (shown below) will appear. Make sure you have the **Windows Setup** tab selected, then double click over the word "communications" in the window. (Don't unclick the check mark next to the word and don't click **OK**.) This will open the **Communications** screen.


Add/Remove Programs Properties
Install/Uninstall
Windows Setup
Startup Disk
To add or remove a component, select or clear the check box. If the check box is shaded, only part of the component will be installed. To see what's included in a component, click Details.
Components:
Accessibility 0.4 MB
Accessories 11.7 MB
Address Book 1.5 MB
Communications 8.4 MB
Desktop Themes 0.0 MB
Space used by installed components: 32.8 MB
Space required: 0.0 MB
Space available on disk: 1641.0 MB
Description
Includes standard Accessibility Options and new Accessibility Tools.
1 of 2 components selected
Details...
Have Disk...
OK
Cancel
Apply

In the **Communications** screen (shown on the following page), check the Dial-Up Networking box by clicking the little square to the left of the Dial-Up Networking icon. Then click **OK**.

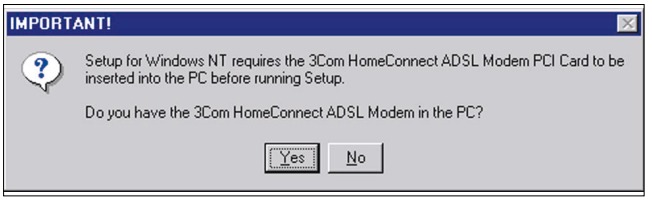

Communications
To add a component, select the check box, or click to clear it if you don't want the component. A shaded box means that only part of the component will be installed. To see what's included in a component, click Details.
Components:
Dial-Up ATM Support 0.0 MB
Dial-Up Networking 0.1 MB
Dial-Up Server 0.0 MB
Direct Cable Connection 0.0 MB
HyperTerminal 0.8 MB
Space used by installed components: 32.8 MB
Space required: 0.0 MB
Space available on disk: 1640.3 MB
Description
Provides a connection to other computers via a modem.
Details...
OK
Cancel

Windows may require you to reboot in order to establish the correct entries in the Windows registry. If you reboot and the program doesn't resume automatically, just reinsert your CD-ROM and the install procedure will recommence and you will find the Dial-Up Networking capability has been installed. Proceed to the next section, **All Users: Continuing the Install.**

NT Windows NT Users Note: install the hardware first

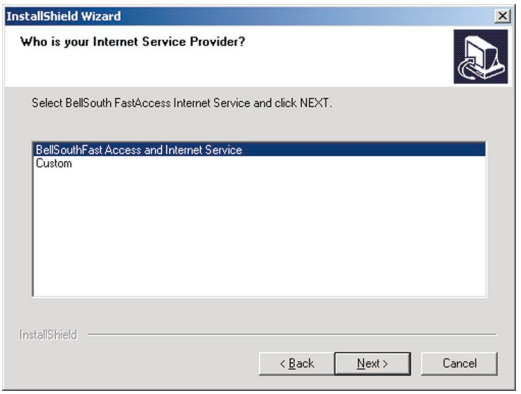
When you click **Next** from the **Welcome** screen, NT users will see a slightly different sequence of screens from those viewed by Windows 95/98/Me or 2000 users.

If you are using Windows NT as your operating system, you should have first installed the PCI Card in your computer, so, when you hit the Next button on the **Welcome** screen, you will be given a chance to exit the program in case you haven't installed the card. If you wish to proceed, select **Yes** and continue.

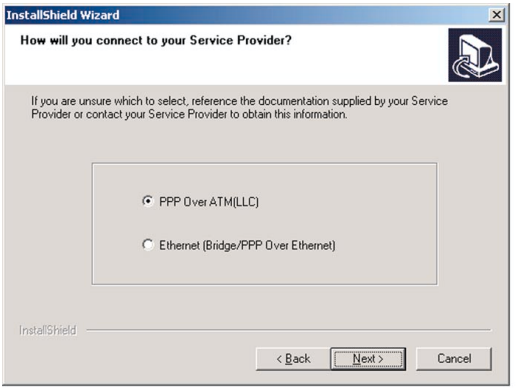

IMPORTANT!
Setup for Windows NT requires the 3Com HomeConnect ADSL Modem PCI Card to be inserted into the PC before running Setup.
Do you have the 3Com HomeConnect ADSL Modem in the PC?
Yes
No

All Users: Continuing the install

Next, all users will see a screen similar to that shown here:



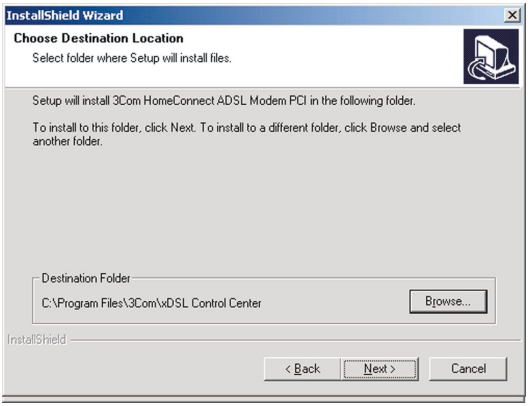
Select BellSouth FastAccess Internet Service and click **Next**.


InstallShield Wizard
How will you connect to your Service Provider?
If you are unsure which to select, reference the documentation supplied by your Service Provider or contact your Service Provider to obtain this information.
PPP Over ATM(LLC)
Ethernet (Bridge/PPP Over Ethernet)
InstallShield
< Back
Next >
Cancel

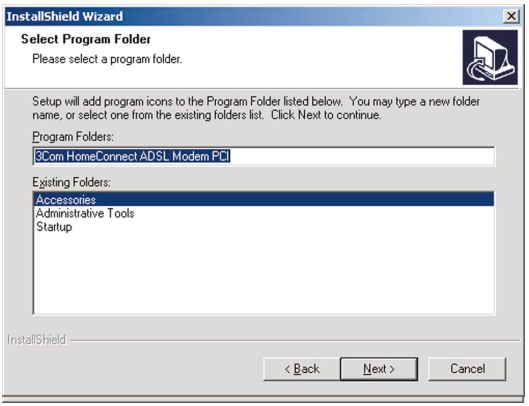
Then select PPP Over ATM (LLC) and click **Next**.

Completing the Installation

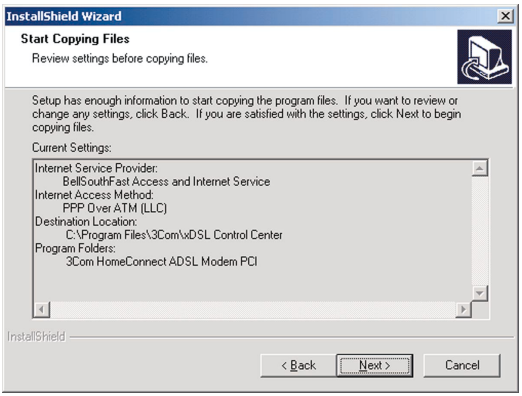
The 3Com HomeConnect ADSL Modem PCI has been set up for ease of installation, but there are some choices that we preferred to let you make. Before copying files, you can choose whether you want to accept the default directory or change it.


InstallShield Wizard
Choose Destination Location
Select folder where Setup will install files.
Setup will install 3Com HomeConnect ADSL Modem PCI in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\3Com\xDSL Control Center
Browse...
InstallShield
< Back
Next >
Cancel

Click either **Browse** (to identify the directory you would prefer to copy files to) or **Next** to proceed. The install program will then check whether you would like to change the default program folder.

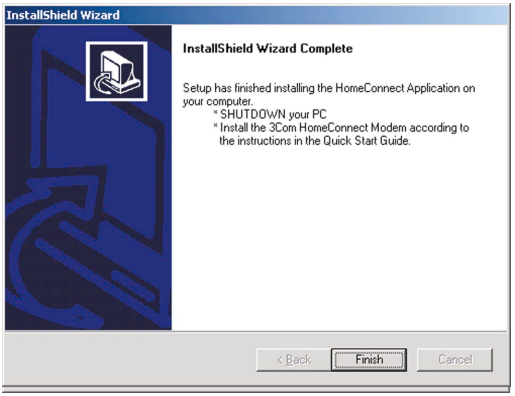

InstallShield Wizard
Select Program Folder
Please select a program folder.
Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing folders list. Click Next to continue.
Program Folders:
3Com HomeConnect ADSL Modem PCI
Existing Folders:
Accessories
Administrative Tools
Startup
InstallShield
< Back
Next >
Cancel

Select **Next** to start copying the files from the CD-ROM to your computer. You will get a last chance to review your selections.


InstallShield Wizard
Start Copying Files
Review settings before copying files.
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.
Current Settings:
Internet Service Provider:
BellSouthFast Access and Internet Service
Internet Access Method:
PPP Over ATM (LLC)
Destination Location:
C:\Program Files\3Com\xDSL Control Center
Program Folders:
3Com HomeConnect ADSL Modem PCI
InstallShield
< Back
Next >
Cancel

Click **Next** to start copying files.

Windows 95/98/Me users will see the following screen.
Follow the instructions on the screen, turn off the computer and install the PCI card following the instructions in Chapter Two.

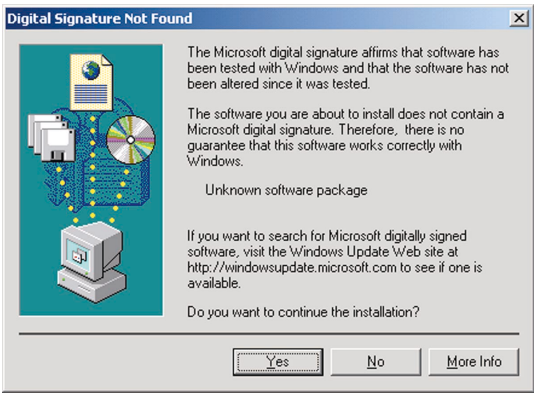

InstallShield Wizard
InstallShield Wizard Complete
Setup has finished installing the HomeConnect Application on your computer.
* SHUTDOWN your PC
* Install the 3Com HomeConnect Modem according to the instructions in the Quick Start Guide.
< Back
Finish
Cancel

Windows 2000 users will see Windows Digital Signature procedure as follows:

Microsoft identifies applications that haven't applied for a Microsoft Digital Signature in order to protect you from programs that haven't been adequately tested. The 3Com Modem has been adequately tested on all current Microsoft operating systems but we are still in the process of submitting for a digital signature. Until this process is completed, Windows 2000 users will see the following screens:

InstallShield Wizard
IMPORTANT INFORMATION
The 3Com HomeConnect Modem does not currently have a Microsoft Digital Signature. However, it works correctly with Windows 2000.
In the next screen, Windows may display a "Digital Signature Not Found" message. Please continue the installation by pressing the "YES" button.
Click, "NEXT" to continue.";
< Back
Next >
Cancel

Click **Next** to continue.


Digital Signature Not Found
The Microsoft digital signature affirms that software has been tested with Windows and that the software has not been altered since it was tested.
The software you are about to install does not contain a Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows.
Unknown software package
If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available.
Do you want to continue the installation?
Yes
No
More Info

Then click **Yes** to continue the installation.

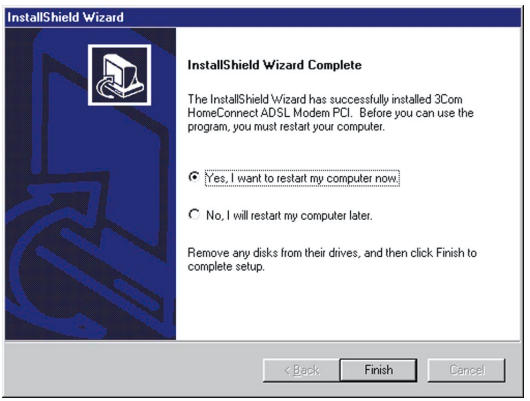
Windows 95/98/Me/2000 users are now finished with the software installation. You should now shut down your computer and insert the PCI card in an available PCI slot as covered in Chapter Two.

Windows NT Users -- Completing the Install

NT

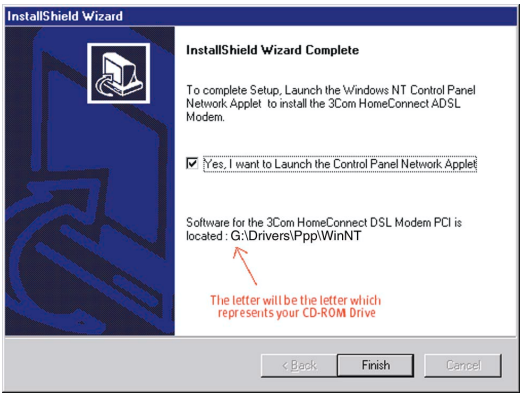
Most NT users will not see the following screen, which will appear only if the PCI card has previously not only been inserted in the computer but also configured with its driver software. The install process has detected the presence of the card and instructs you to reboot your computer as the last step.

NT


InstallShield Wizard
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed 3Com HomeConnect ADSL Modem PCI. Before you can use the program, you must restart your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
< Back
Finish
Cancel

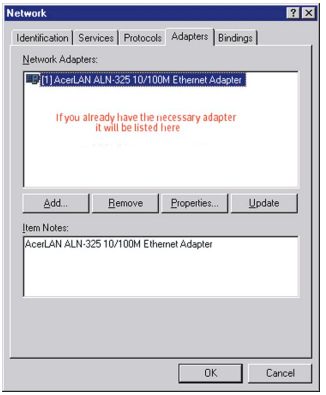
Most NT users should see the following screen. If you have installed the PCI card (the hardware) and you now see the screen shown on the following page, the system is signaling you that you now need to configure it to use the proper driver software.

NT


InstallShield Wizard
InstallShield Wizard Complete
To complete Setup, Launch the Windows NT Control Panel Network Applet to install the 3Com HomeConnect ADSL Modem.
Yes, I want to Launch the Control Panel Network Applet
Software for the 3Com HomeConnect DSL Modem PCI is located : G:\Drivers\Ppp\WinNT
The letter will be the letter which represents your CD-ROM Drive
< Back
Finish
Cancel

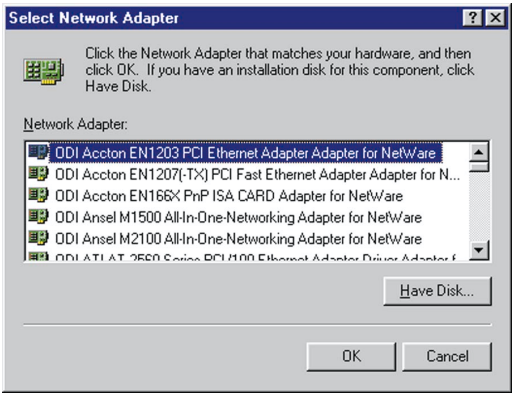
Select **Finish**, and you will see the Windows NT **Network** applet as shown.

NT



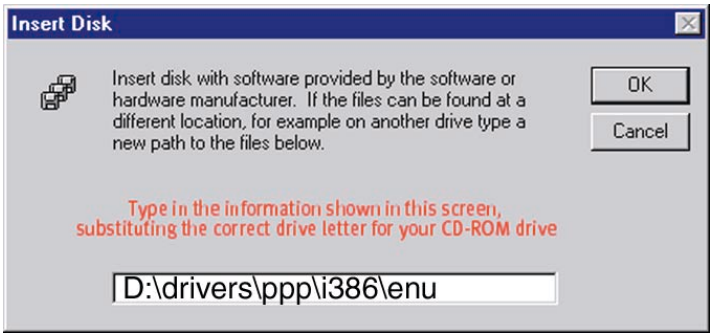
The **Adapter Tab** should be shown. Unless the 3Com ADSL Modem PCI has been previously installed on your PC, you will not see a driver for it in this window. Select **Add,** and in the following window, select **Have Disk.**

NT


Select Network Adapter
Click the Network Adapter that matches your hardware, and then click OK. If you have an installation disk for this component, click Have Disk.
Network Adapter:
ODI Accton EN1203 PCI Ethernet Adapter Adapter for NetWare
ODI Accton EN1207(-TX) PCI Fast Ethernet Adapter Adapter for N...
ODI Accton EN166X PnP ISA CARD Adapter for NetWare
ODI Ansel M1500 All-In-One-Networking Adapter for NetWare
ODI Ansel M2100 All-In-One-Networking Adapter for NetWare
Have Disk...
OK
Cancel

The **Insert Disk** screen will appear. You will type the information telling the computer where to find the correct driver, as shown. The letter D shown represents the letter of the drive where you have your install CD-ROM running.

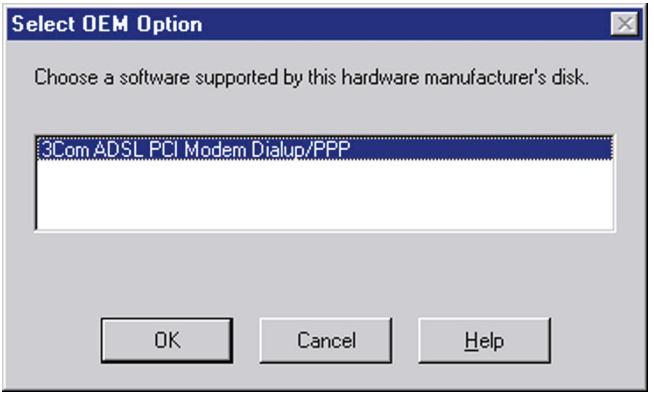
NT


Insert Disk
Insert disk with software provided by the software or hardware manufacturer. If the files can be found at a different location, for example on another drive type a new path to the files below.
OK
Cancel
Type in the information shown in this screen, substituting the correct drive letter for your CD-ROM drive
D:\drivers\ppp\i386\enu

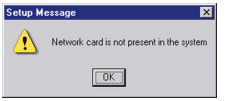
Then click **OK.**

In the **Select OEM Option** window, you should see the **3Com ADSL PCI Modem Dialup/PPP** identified. Confirm by clicking **OK**.

NT



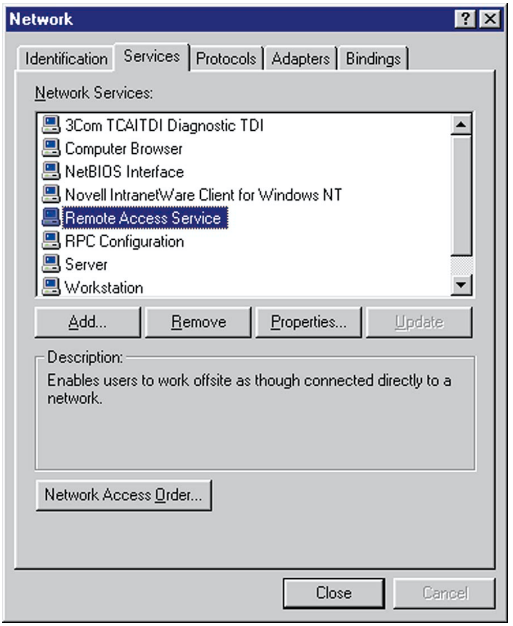
If the PCI card has not been installed in your machine, Windows will warn you with the message shown here. If you get this message, you need to exit and shut off your computer and install the PCI card.



The **Network Properties** window will now be open. Click on the **Services** Tab and highlight **Remote Access Service**. (If you don't see Remote Access Service as a choice in the Network Services window, go to Appendix A and complete the installation.)

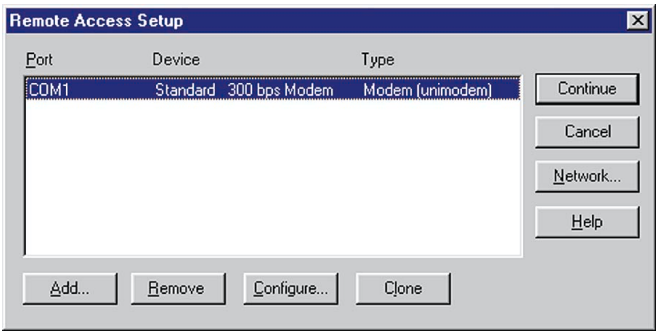
Click Properties as shown in the screen on the next page.

NT



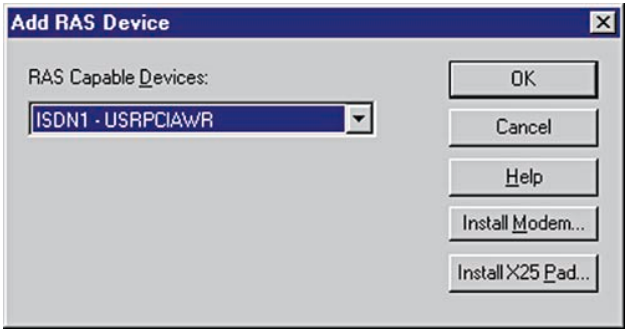
In the **Remote Access Setup** window, click **Add**.

NT



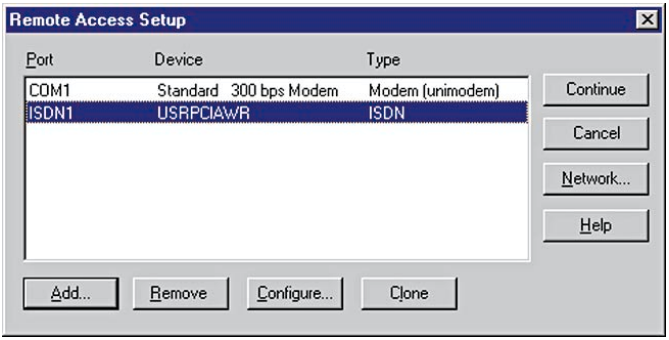
The screen should list the ISDN1-USRPCIAWR device as shown on the following page. If not, select this device from the pull down menu. Click **OK**.

NT



The new device is now listed in the **Remote Access Setup** window. Click **Continue**.

NT



Now click **Close** in the **Network Properties** window.

Windows NT will now advise you to reboot. After the PC reboots, be sure to reinstall your Windows NT service pack.

Windows NT users should go next to Chapter Three and confirm your ADSL Connection.

Chapter Two
Installing the Hardware

Windows 95/98/Me/2000 users will install the software and then the hardware(the PCI card). Windows NT users will install the hardware (the PCI card) and then verify they have RAS before putting the installation CD-ROM in the drive and running the Setup program. Instructions which pertain only to NT 4.0 users are flagged with the symbol: ***NT***

Warning for Windows NT users: Before installing your ADSL modem on Windows NT, please be sure you have installed at least Service Pack 4 or higher from Microsoft. DO NOT install the modem unless you have done this. You can obtain Service Pack 4 or higher from Microsoft, free of charge, from their Web Site:

www.microsoft.com

If you will be installing the Remote Access Service, you may be required to insert your Windows NT System CD-ROM to copy files, so you should have this handy before starting.

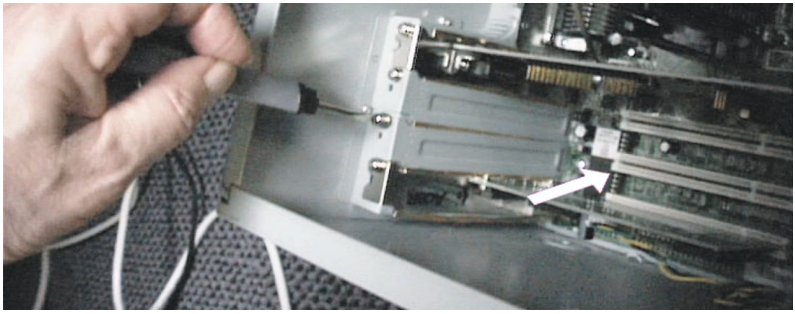
Installing the Modem Hardware (All Users: Windows 95/98/Me/2000 and NT)

Make sure you have shut down and unplugged your computer. Remove the cover from your computer. Refer to the manual that came with your computer if you need instructions for your model.

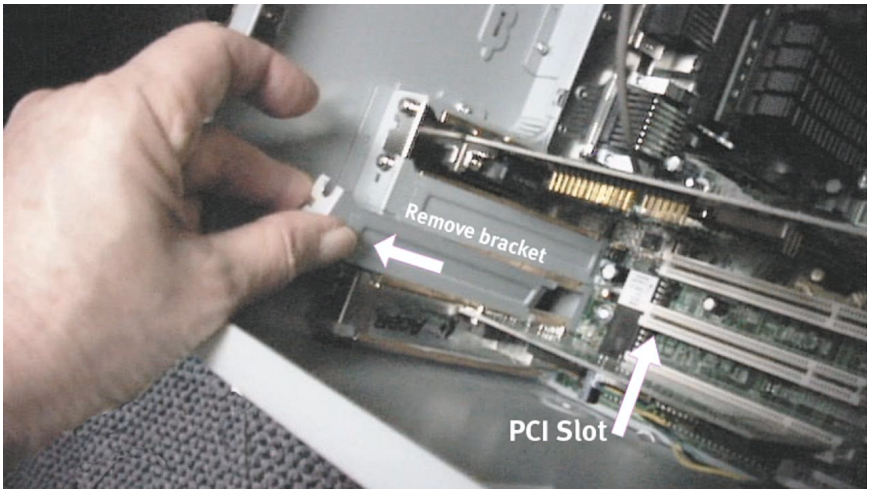
Warning: Make sure to ground yourself by touching the metal case of the computer when installing the modem hardware. Electrostatic discharge can damage your computer or the 3Com ADSL Modem PCI.

Removing the Cover from your PC

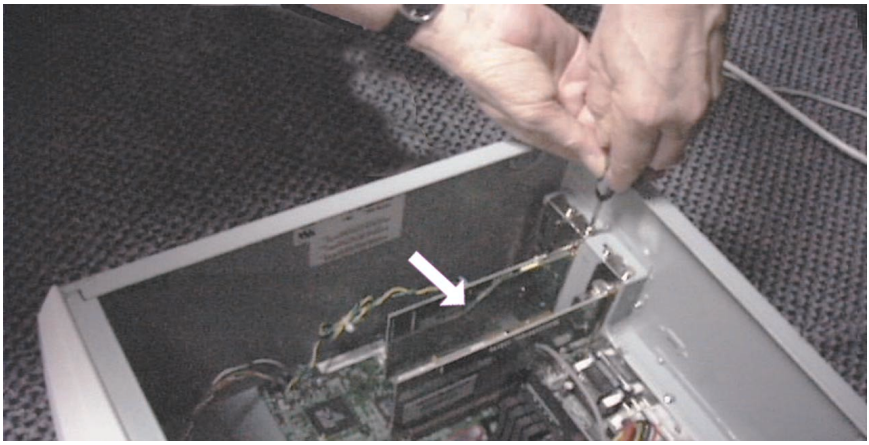
Locate a vacant PCI slot on one of the system boards. An example of a PCI slot is shown below. Your computer's manual will also contain examples if you need assistance locating a PCI slot on your machine. PCI slots are usually white (as opposed to the long black slots you may also see).



Using a screwdriver, remove the metal bracket on the rear of the computer corresponding to the vacant PCI slot you just identified. To loosen the screw, turn it counter-clockwise. Once the screw has been removed you should be able to lift the bracket out by pulling up on it (see photos below). This will expose a long narrow rectangular opening in the back of your computer perpendicular to the vacant slot.

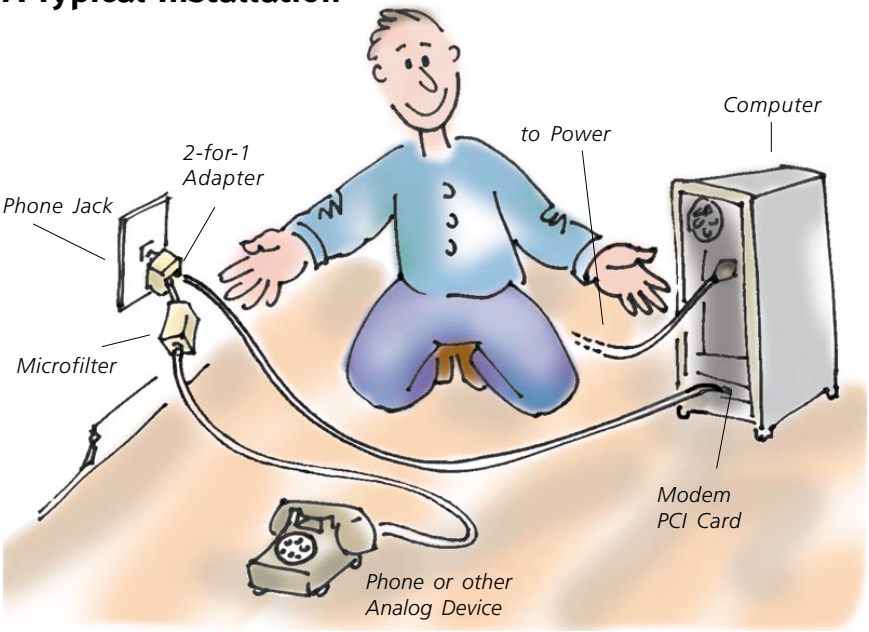


Insert your 3Com ADSL Modem PCI card into the slot where you just removed the bracket. Do not touch any of the electronics on the board. Hold the modem from the edge and firmly press it straight down. Do not force the modem into the slot.
Make sure it is fully seated in the slot. Then, screw it into place using the screw you removed from the bracket.



Plug the computer back in and turn it on.

A Typical Installation



Installing the ADSL (phone) line to your ADSL Jack

The drawing on page 18 shows how to connect your phone and computer to your ADSL-enabled phone jack. Plug the 2 for 1 adapter into your telephone wall jack. To one of the adapter's outlets, attach the microfilter and then the phone cord to your phone. To the other outlet, attach the phone line that will go to the outlet in your new PCI card. Attach the other end of that line to the outlet in your newly-installed PCI card.

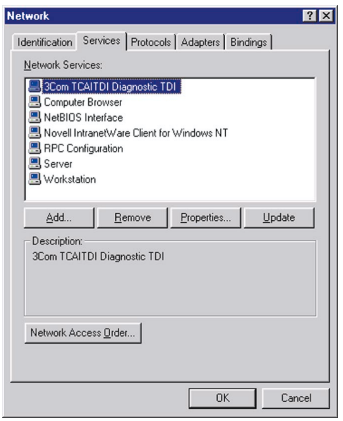
Windows NT: verifying Remote Access Service (RAS)

Windows NT users now need to verify they have Microsoft Remote Access Service (RAS) installed as covered in this section. RAS is required for using PPP over ATM software with your modem. If RAS is not installed, you will find complete instructions for setting it up in Appendix A.

On your Windows NT desktop, click **Start > Settings > Control Panel** to open the **Control Panel**.

When your Control Panel is displayed, double-click on the icon labeled **Network** and select the **Services** tab as shown in the following example.

NT



If **Remote Access Service** is listed under the **Services** tab, then it is already installed on your computer and you can continue with the software installation. If you do not see **Remote Access Service** listed, the detailed procedure is found in Appendix A: Installing RAS for a PPPoA ADSL Installation.

Windows NT users now install the CD-ROM as described in Chapter One.

Windows 95/98/Me/2000 users proceed to Chapter Three to verify the ADSL connection.

Note: Windows 2000 users may see the Windows Digital Signature screen on restarting the computer. If so, Click **Yes** to continue. Proceed to Chapter Three.

Chapter Three
Verifying your ADSL Connection

The ADSL Quick View application starts automatically when you enter Windows. An icon appears in the System Tray at the bottom right side of your screen.

Quick View shows you, at a glance, whether or not you have a good physical connection with the ADSL line. A GREEN light in Quick View means your connection is operational. A RED light indicates that you have not connected yet. A YELLOW light means you are in the process of connecting.

When you first turn on your computer, your ADSL modem will begin to connect to your ISP. While it is connecting, Quick View will show the Line Status as DOWN. It may take as long as 60 seconds to make the connection.

If Quick View is operational, you have properly installed the PCI card and have completed setting up your modem. You will complete your registration as a BellSouth FastAccess user following the instructions in Chapter Four.

ADSL Link Operational (UP)

When you have a good physical connection with your ADSL line, Quick View will display a green light, as shown below.

This screen shows Quick View in the System Tray, which is located at the lower right hand corner of your computer screen. Quick View is the icon with the round circle over the name 3Com.

To fully display Quick View, point your mouse to the Quick View icon in the System Tray and double-click your left mouse button. You'll see Quick View as a larger Window.

ADSL Link Not Operational (DOWN)

When you do not have a good physical connection with your ASDL line, Quick View will display a red light as shown.

The indicator must be green for your connection to your ISP to be active.

If you should find your connection is down, proceed to Chapter Five, Troubleshooting, to resolve.

If your ADSL connection is up (green), proceed to Chapter Four to finish setting up your connection.

Chapter Four
Connecting to Your Internet Provider

Once you have the green light showing in Quick View, you're ready to go. Congratulations!

Establishing a BellSouth Connection

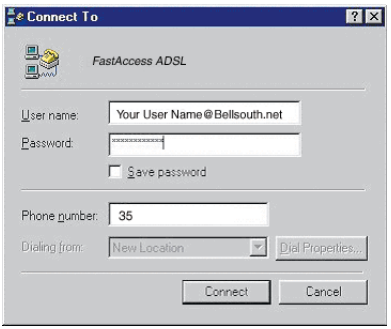
You will see the **FastAccess ADSL** icon on your desktop. Double click.

Windows 95/98/ME
FASTACCESS ADSL ICON

Windows NT/2000
FASTACCESS ADSL ICON

Note: If you don't see the **FastAccess ADSL** icon on your desktop, go to Chapter Five, Troubleshooting, to install Dial-Up Networking.

Enter your FastAccess User Name and Password as designated in the FastAccess registration process.



Click **Connect**.

Congratulations! Your FastAccess Installation is now complete!

Chapter Five
Troubleshooting

In the best of all possible worlds, you won't need this chapter. We have included some of the situations you could possibly encounter while you are installing your 3Com ADSL Modem PCI. You can also go to the Online Help manual which will be available on your PC following installation from the CD-ROM by selecting **Start > Programs > 3Com ADSL modem PCI > Online Help**

The following sections will address some possible problems:

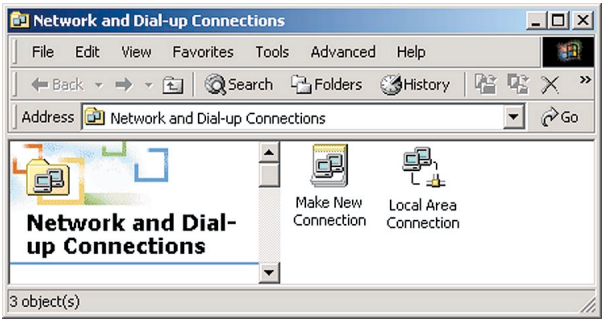
- The BellSouth FastAccess icon is not on the Desktop
- Quick View is showing a Red Light
- Quick View is Green, but you can't get to the Internet
- In Windows 95 or Me, a message is asking for 1_4_1.bin
- You cancelled during Windows 95/98 Plug and Play
- You are having problems with Dial-Up Networking

The FastAccess icon is not on the Desktop

If you need to install the FastAccess icon, follow the procedure which follows for your operating system

Creating a Dial-Up Connection in Windows 2000

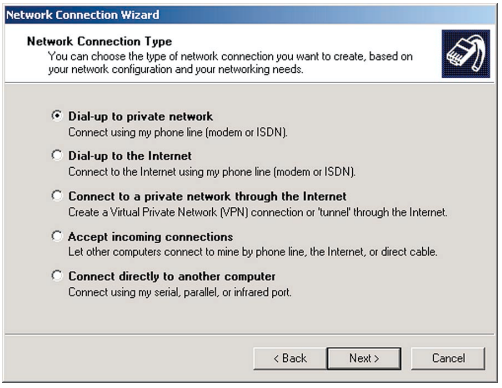
Open the Network and Dial-up Connections window by selecting **Start > Settings >Networking and Dial-Up Connections** and double click on the Make New Connection icon.



The **Network Connection Wizard** will be displayed. Click **Next**.

Network Connection Wizard
Welcome to the Network Connection Wizard
Using this wizard you can create a connection to other computers and networks, enabling applications such as e-mail, Web browsing, file sharing, and printing.
To continue, click Next.
< Back
Next >
Cancel

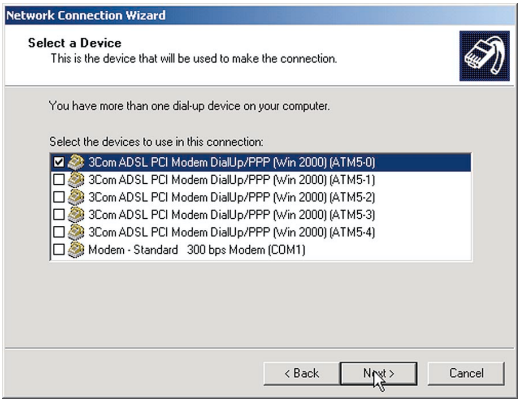
In the following window, **Network Connection Type**, select the **Dial-up to private network** option. Click **Next**.


Network Connection Wizard
Network Connection Type
You can choose the type of network connection you want to create, based on your network configuration and your networking needs.
Dial-up to private network
Connect using my phone line (modem or ISDN).
Dial-up to the Internet
Connect to the Internet using my phone line (modem or ISDN).
Connect to a private network through the Internet
Create a Virtual Private Network (VPN) connection or "tunnel" through the Internet.
Accept incoming connections
Let other computers connect to mine by phone line, the Internet, or direct cable.
Connect directly to another computer
Connect using my serial, parallel, or infrared port.
< Back
Next >
Cancel

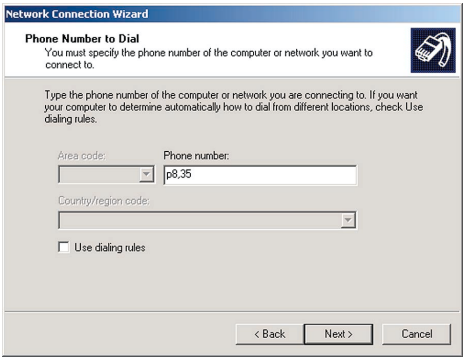
In the Select a Device window, choose the **3Com ADSL PCI Modem DialUp/PPP.**

Note: Be sure you select the lowest ATM value for the device; in this case, you would select the connection: ATM5-0.

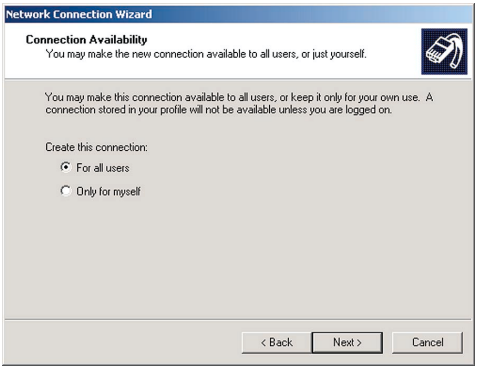
Click **Next.**


Network Connection Wizard
Select a Device
This is the device that will be used to make the connection.
You have more than one dial-up device on your computer.
Select the devices to use in this connection:
3Com ADSL PCI Modem DialUp/PPP (Win 2000) (ATM5-0)
3Com ADSL PCI Modem DialUp/PPP (Win 2000) (ATM5-1)
3Com ADSL PCI Modem DialUp/PPP (Win 2000) (ATM5-2)
3Com ADSL PCI Modem DialUp/PPP (Win 2000) (ATM5-3)
3Com ADSL PCI Modem DialUp/PPP (Win 2000) (ATM5-4)
Modem - Standard 300 bps Modem (COM1)
< Back
Next >
Cancel

Enter **p8,35** in the phone number field. Click **Next**.


Network Connection Wizard
Phone Number to Dial
You must specify the phone number of the computer or network you want to connect to.
Type the phone number of the computer or network you are connecting to. If you want your computer to determine automatically how to dial from different locations, check Use dialing rules.
Area code:
Phone number:
p8,35
Country/region code:
Use dialing rules
< Back
Next >
Cancel

Choose **For all users** in the **Connection Availability** window. Click **Next.**

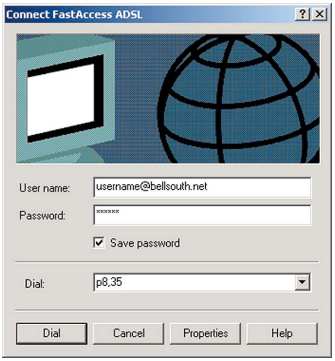

Network Connection Wizard
Connection Availability
You may make the new connection available to all users, or just yourself.
You may make this connection available to all users, or keep it only for your own use. A connection stored in your profile will not be available unless you are logged on.
Create this connection:
For all users
Only for myself
< Back
Next >
Cancel

From the **Network Connection Wizard**, first, check the option: **Add a shortcut to my desktop**. Click **Finish** to exit

Network Connection Wizard
Completing the Network Connection Wizard
Type the name you want to use for this connection:
FastAccess ADSL
To create this connection and save it in the Network and Dial-up Connections folder, click Finish.
To edit this connection in the Network and Dial-up Connections folder, select it, click File, and then click Properties.
Add a shortcut to my desktop
< Back
Finish
Cancel

The FastAccess ADSL shortcut icon looks like the picture shown here (except that the background color may vary.)

Once you have clicked **Finish** and exited the **Network Connection Wizard**, you will see a window called **Connect FastAccess ADSL**. Type in your user name and password. Check to ensure that the phone number is set to **p8,35** (this is the correct setting in Windows 2000) and click **Dial**.



Creating a Dial-Up Connection in Windows 95/98/Me

Open the Dial-up Networking folder as follows:

- **In Windows 95/98: Start > Programs > Accessories > Communications > Dial-Up Networking**
- **In Windows Millennium: Start > Settings > Dial-up Networking**

Double-click the **Dial-Up Networking** icon, which will look similar to one of the icons shown here.

You will see an icon for **Make New Connection**. Double click on this.

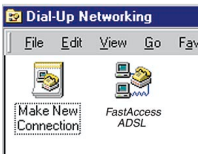
This opens the following window. Type the name **FastAccess ADSL** in the name box and select the 3Com ADSL device with the lowest line number from the drop-down menu. Click **Next**.

In the **Telephone number** field, enter the value "**35**." Since you are establishing an ADSL connection, you will not use a standard telephone number.

Press the **Next** button to complete the Service Profile definition.

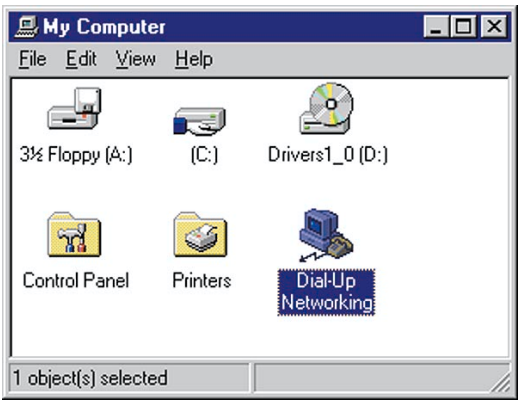
Make New Connection
You have successfully created a new Dial-Up Networking connection called:
FastAccess ADSL
Click Finish to save it in your Dial-Up Networking folder. Double-click it to connect.
To edit this connection later, click it, click the File menu and then click Properties.
< Back
Finish
Cancel

Click **Finish** and the computer completes the process, creating a dial-up icon in the Dial-Up Networking window. (You can move this icon to the Desktop if you wish by holding down the right mouse button and dragging from the window to the desktop).

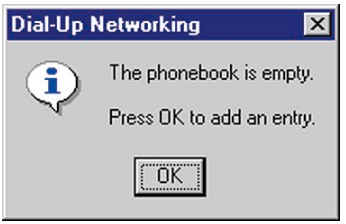


Creating a Dial-Up Connection in Windows NT

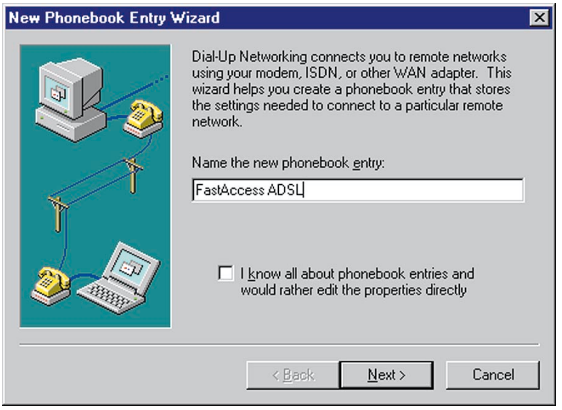
Double-click **My Computer** on the desktop. In the **My Computer** window, double-click the **Dial-Up Networking** icon.



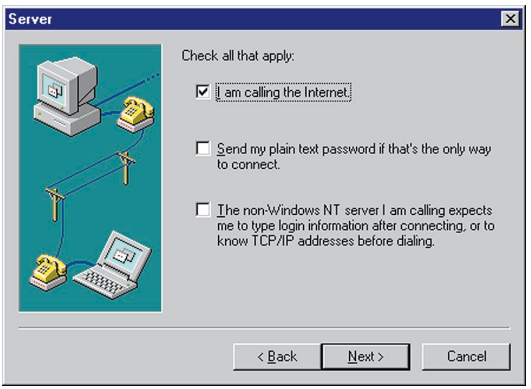
If this is the first Dial-up connection you have established, you will see a message like that shown telling you the phone book is empty. Click OK to add an entry.



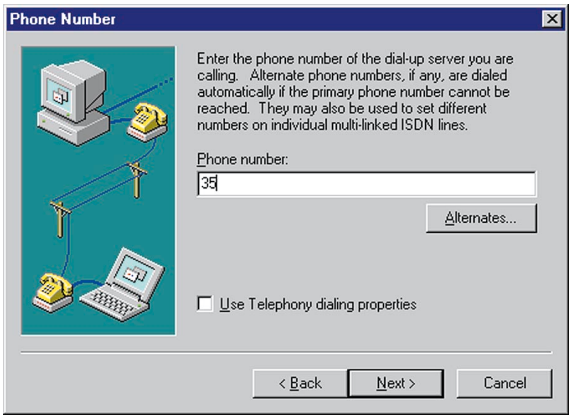
In the next screen, enter **FastAccess ADSL** in the name field. Click Next.


New Phonebook Entry Wizard
Dial-Up Networking connects you to remote networks using your modem, ISDN, or other WAN adapter. This wizard helps you create a phonebook entry that stores the settings needed to connect to a particular remote network.
Name the new phonebook entry:
FastAccess ADSL
I know all about phonebook entries and would rather edit the properties directly
< Back
Next >
Cancel

Check the entry **I am calling the Internet** and click **Next**.


Server
Check all that apply:
I am calling the Internet.
Send my plain text password if that's the only way to connect.
The non-Windows NT server I am calling expects me to type login information after connecting, or to know TCP/IP addresses before dialing.
< Back
Next >
Cancel

Enter **35** into the phone number field.

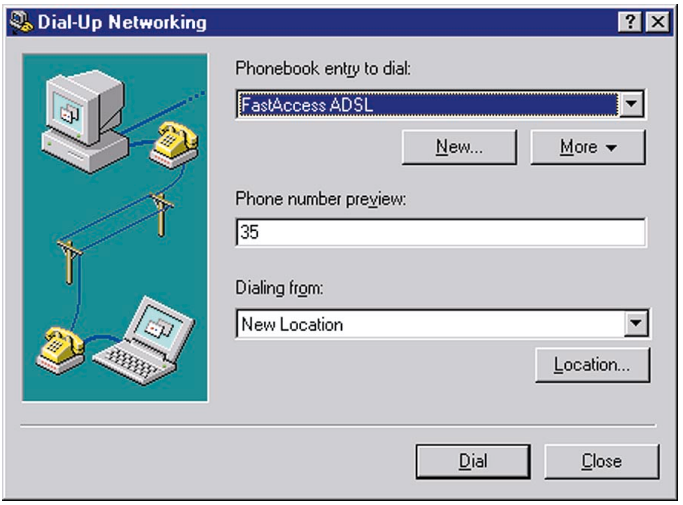

Phone Number
Enter the phone number of the dial-up server you are calling. Alternate phone numbers, if any, are dialed automatically if the primary phone number cannot be reached. They may also be used to set different numbers on individual multi-linked ISDN lines.
Phone number:
35
Alternates...
Use Telephony dialing properties
< Back
Next >
Cancel

Note: Don't use a standard telephone number. The phone number field should contain only the number 35.

Click **Next.**

You'll see the final **New Phonebook Entry Wizard** screen. Just click **Finish.**

The **Dial-Up Networking** screen will appear, allowing you to choose **FastAccess ADSL** as your phonebook entry from the top drop-down menu. Click **Dial**.



On the following screen, enter the username and password you've been provided to log on. Click **OK**.

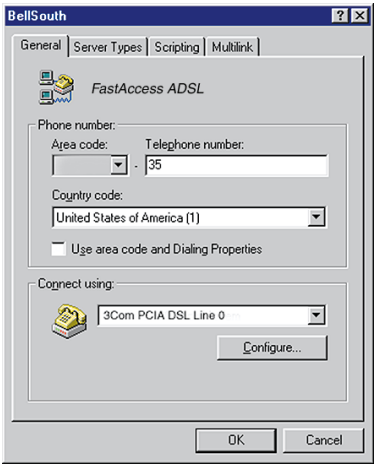
Modifying the values of a Dial-Up Connection

In Windows 95/98/Me, use the following procedure.

There are some differences in the screens you will see in Windows 2000 and NT. These will be described in a separate note, following the procedure below.

To further modify the options that your Dial-Up Connection is using, open the connection by selecting its Properties. This is done by highlighting the connection in the Dial-up Networking Folder and then either choosing **Properties** from the **File** menu, or right-clicking the mouse and selecting **Properties** from the pop-up menu. An example is shown here.

When you click on **Properties**, you will see the following screen.



General Tab

The General properties tab allows you to choose or change the modem you are using for the connection and/or to change the phone number.

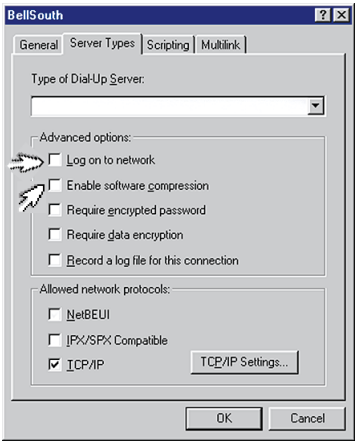
Telephone number
This field should be set to the VCI for your connection. For BellSouth, this should be **35**.

Use area code and Dialing Properties
This check box should NOT be checked. If it is, it may modify the Telephone number field and change your VCI settings.

Connect using
This list box allows you to change the name of the modem with which you are connecting.

Server Types Tab
The Server Types properties screen is used to set various options related to your connection and to define the protocols for the computer you are dialing.

These boxes should NOT be checked.



Advanced Options
You do NOT want to check the boxes **Log on to Network** and **Enable software compression**.

Allowed Network Protocols
If you are connecting to the Internet you must check **TCP/IP** option as shown in thepreceding screen. (In general, this is the only option

that you should have checked when connecting to the Internet.)

The **TCP/IP Settings** button allows you to configure your specific TCP/IP settings. For your BellSouth installation, do not change the settings on TCP/IP or Scripting or Multilink tabs.

The following differences appear in Windows 2000:

If your FastAccess icon is not on the desktop, find the Network and Dial-Up Connections icon (either on the desktop or in the Control Panel), right click it, and select properties from the drop-down menu. Then right click the FastAccess icon and select properties. You should not change most of the settings you will find in the Properties window. Proceed with caution.

There is no Server Types tab in Windows 2000. To check for the advanced options in Windows 2000, go to the Networking Tab and select setting. Make sure that the option **Enable software compression** is not checked.

In **Windows 2000**, in the **Properties** for the PPPoA DUN session, make sure the item: **Register this connection's addresses in DNS** is unchecked.This option is found by going to the **Network** tab, selecting **TCP/IP Properties**, and on the following screen, under the **Advanced** button, selecting the **DNS** tab.

The following differences appear in Windows NT:

To modify your Dial-Up Connection properties, locate your FastAccess icon (either in the Dial-Up Networking folder or on the desktop). Under the **More** button, you can choose to **Edit Phonebook Entry** and click the **Server** tab. Here too, make sure that only TCP/IP is enabled

under **Network Protocols** and that **Enable software compression** is not checked.

Dialing a connection

To connect to BellSouth, open up the Dial-Up Networking window, and double-click on the FastAccess ADSL icon you have defined. (For future convenience, you can also drag and drop a shortcut onto the desktop.)

Enter the **User name** and **Password** assigned to you by BellSouth. The Phone Number should be **35** (except in Windows 2000, where you will see p8,35 for your BellSouth FastAccess connection).

Once you have entered in the User Name and Password, press the **Connect** button to make the connection. And that's it. You're on!

If the FastAccess icon is not on the desktop, you can start your dial-up session by selecting one of the following command paths (depending on your operating system):

Windows 95/98: **Start > Programs > Accessories > Communications > Dial-Up Networking**
Windows Me: Start > Settings > Dial-Up Connections
Windows 2000: **Start > Settings > Network and Dial-Up Connections**

Windows NT: **Start > Programs > Accessories > Dial-Up Networking**

QuickView Is showing a Red Light

Check the following:

- Are you plugged in?
- Check with your provider for possible access problems.

QuickView is green but you can't get to the Internet.

There may be a line problem. Contact your service provider.

In Windows 95 or Me, a message is asking for 1_4_1.bin.

Just type the location of your windows systems files (e.g., [drive]:\windows\system) and accept it. This will find the needed information.

You cancelled during Windows 95/98 Plug & Play

If you pressed the "cancel" button during the install process while Windows 95 or 98 Plug & Play was "copying files," you may have disabled the Plug & Play utility for your modem. To resolve this, you need to simply reinsert your installation CD-ROM and reinitiate the install process from the beginning.

You are having problems with Dial-Up Networking

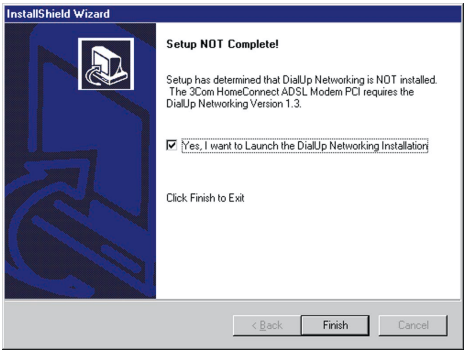
Dial-Up Networking missing in Windows 95/98/Me

If you are installing to Windows 95 or 98, and you have put the PCI card in the card slot before installing your software from the

CD-ROM, you will get an error message on attempting to run the CD.

You need to remove your PCI card from your computer and install the software provided on the CD-ROM install disk first. In the process of installing, the install CD has been programmed to look for Dial-Up Networking capability and, if not found (as in some versions of Windows 95), to supply the necessary files.

When you start the installation, Windows will give you a message like the following:


InstallShield Wizard
Setup NOT Complete!
Setup has determined that DialUp Networking is NOT installed. The 3Com HomeConnect ADSL Modem PCI requires the DialUp Networking Version 1.3.
Yes, I want to Launch the DialUp Networking Installation
Click Finish to Exit
< Back
Finish
Cancel

Continue the installation. You will need to have your Windows 95 or 98 install CD-ROM available when requested so that the necessary files can be copied to your system.

Dial-Up Networking problems when trying to connect

You may encounter some errors when attempting to connect using Dial-Up Networking. Most of the error messages you will see are self-explanatory. Here are some of the messages you could receive.

Windows 95/98/Me

Error 602:

- Your physical connection to the ADSL line is down. This can be verified by using the Quick View application.
- Contents of the phone number field are wrong. Check this. The phone number field should contain only the number 35.

Error 645:

- The Username and/or Password you entered is not the one for the computer you are dialing.
- Check if **Require data encryption** is checked in the Server Types property screen for the dial-up connection. If it is, uncheck it and try the call again. The computer you are dialing may not support sending and receiving encrypted data.

Error 650:

- The computer you are dialing or your ISP connection is currently down. Check with your Service Provider.
- Contents of the phone number field are wrong. Check this. The phone number field should contain only the number 35.

Error 691:

- The Username and/or Password you entered is not correct for the connection you are dialing to.

Windows NT and 2000

Error 692:

- Your physical connection to the ADSL line is down. This can be verified by using the Quick View application.

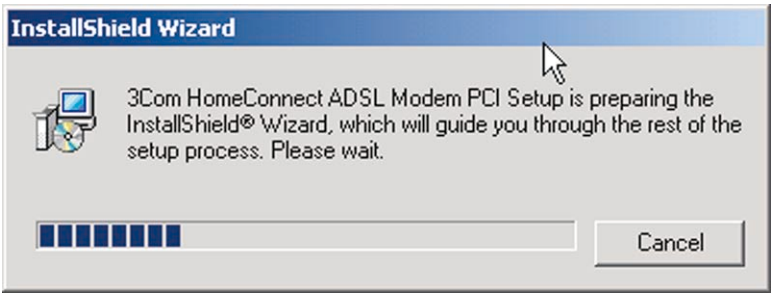
Error 718:

- The computer you are dialing to (typically your Internet Service Provider connection) is currently down. Check with your Service Provider to verify that you are dialing to a live connection.

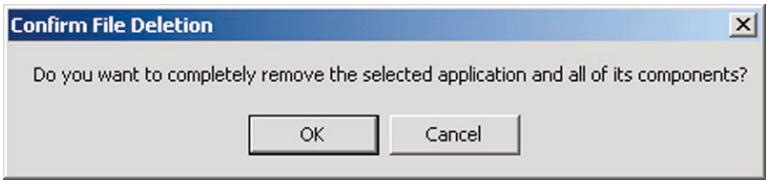
Chapter Six
Uninstalling the 3Com PCI modem

To begin, select **Start > Programs**. Open the **3Com ADSL Modem PCI** section and click on **Uninstall**.

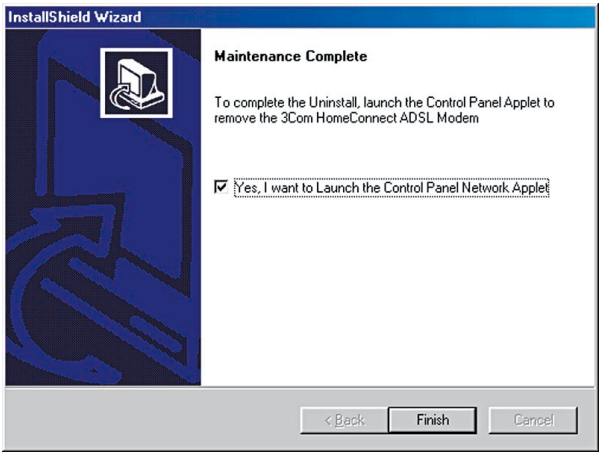
The InstallShield Wizard will take you though the uninstall process.


InstallShield Wizard
3Com HomeConnect ADSL Modem PCI Setup is preparing the InstallShield® Wizard, which will guide you through the rest of the setup process. Please wait.
Cancel

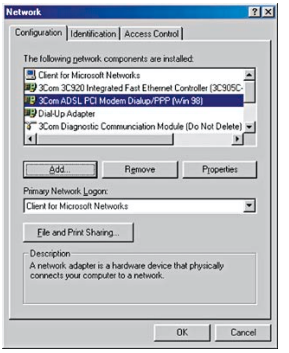
When the **Confirm File Deletion** window opens, click **OK** to continue the uninstall process.



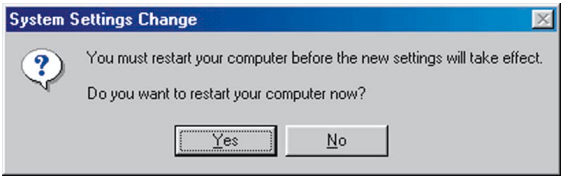
As part of the uninstall process, the Wizard will remove the device from the Network Control Panel. A check is automatically placed in a box which will open the **Network Configuration** screen. Click **Finish**.


InstallShield Wizard
Maintenance Complete
To complete the Uninstall, launch the Control Panel Applet to remove the 3Com HomeConnect ADSL Modem
Yes, I want to Launch the Control Panel Network Applet
< Back
Finish
Cancel

When the **Network Configuration** screen opens, choose the **3Com ADSL PCI Modem** from the list of installed components. Highlight the modem name and click the **Remove** button. Then click **OK** to finish.



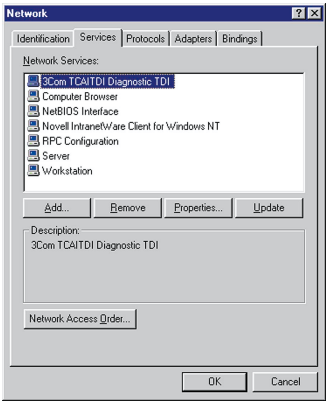
You will now be prompted to restart the computer to finish the uninstall. Click **Yes** and reboot the computer.


System Settings Change
You must restart your computer before the new settings will take effect.
Do you want to restart your computer now?
Yes
No

Appendix A: Installing RAS for a PPPoA ADSL Installation

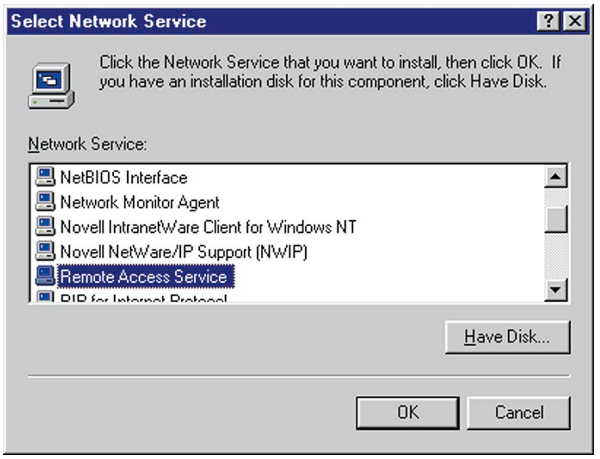
1. To install RAS, which is required if you have a PPPoA setup, first right click on **Network Neighborhood** and go to **Properties**. Click on the **Services** tab and click the **Add** button.

NT

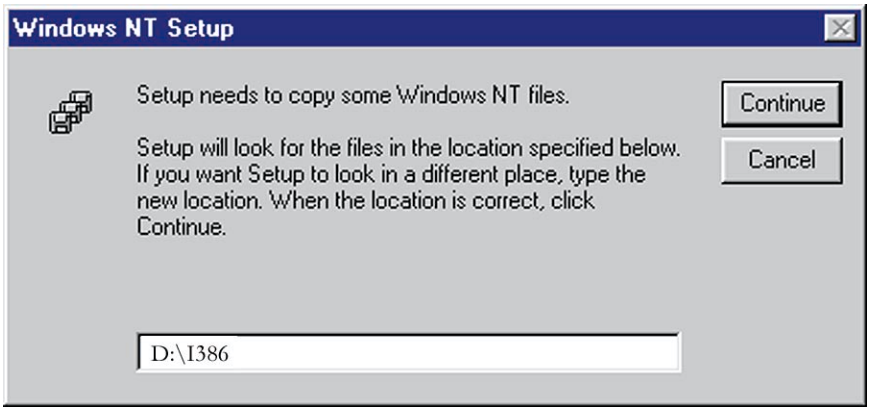


2. Select **Remote Access Service** and click **OK**.

NT


Select Network Service
Click the Network Service that you want to install, then click OK. If you have an installation disk for this component, click Have Disk.
Network Service:
NetBIOS Interface
Network Monitor Agent
Novell IntranetWare Client for Windows NT
Novell NetWare/IP Support (NWIP)
Remote Access Service
Have Disk...
OK
Cancel

3. Next you will be required to insert your Windows NT CD-ROM and type the path to the necessary files such as **[Drive]:\I386** (That's i386 but with a capital "i".)

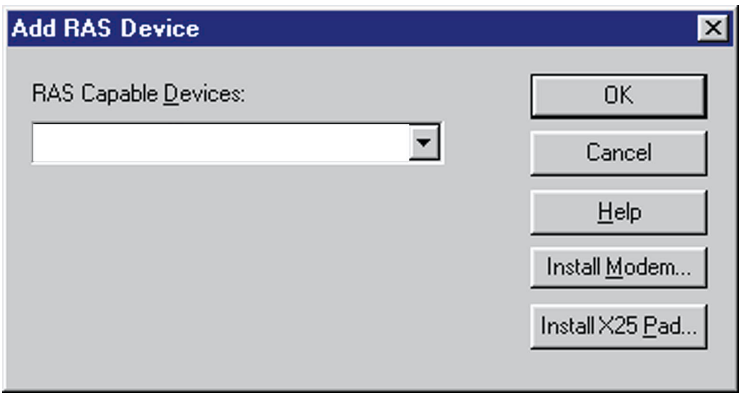

Windows NT Setup
Setup needs to copy some Windows NT files.
Setup will look for the files in the location specified below. If you want Setup to look in a different place, type the new location. When the location is correct, click Continue.
Continue
Cancel
D:\I386

NT

Note: Windows may come up with a screen telling you "there are no RAS capable devices to add. Do you want RAS setup to invoke the Modem installer to enable you to add a modem?" Answer **No**.

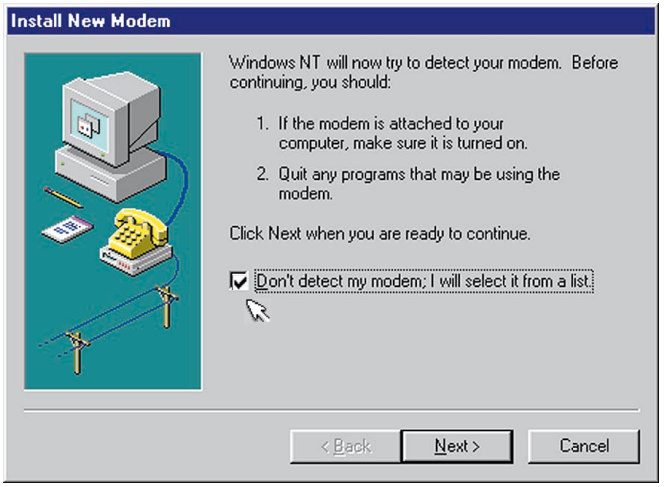
4. Next it will ask you to install a RAS Device. The easiest way to do this is to install a "dummy" or fake modem just to make RAS work correctly. The next few steps demonstrate this process. First, click **Install Modem**.

NT



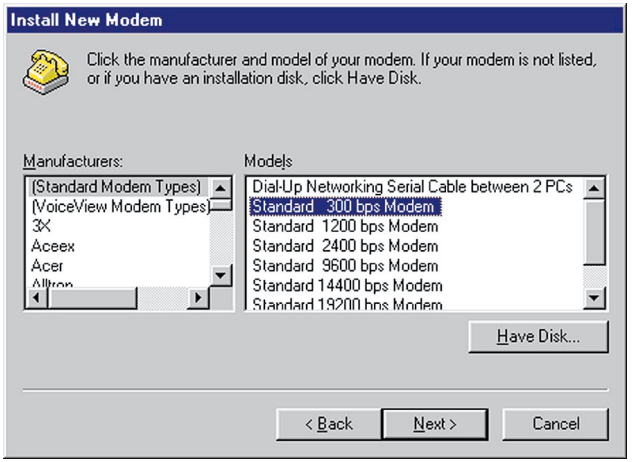
5. Check the box as shown below and click **Next**.

NT


Install New Modem
Windows NT will now try to detect your modem. Before continuing, you should:
1. If the modem is attached to your computer, make sure it is turned on.
2. Quit any programs that may be using the modem.
Click Next when you are ready to continue.
Don't detect my modem; I will select it from a list.
< Back
Next >
Cancel

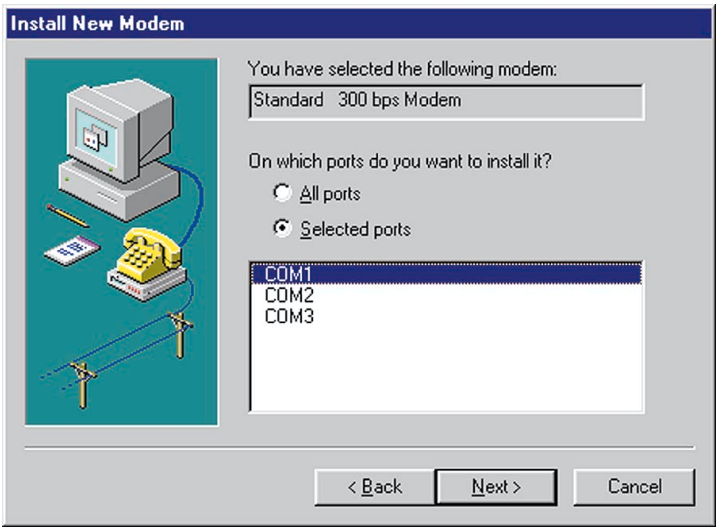
6. Next, choose any modem you want. This is going to be the "dummy" modem to ensure RAS installs correctly. You might arbitrarily choose the Standard 300 bps Modem. Choose it and click **Next**.

NT


Install New Modem
Click the manufacturer and model of your modem. If your modem is not listed, or if you have an installation disk, click Have Disk.
Manufacturers:
(Standard Modem Types)
(VoiceView Modem Types)
3X
Aceex
Acer
Models
Dial-Up Networking Serial Cable between 2 PCs
Standard 300 bps Modem
Standard 1200 bps Modem
Standard 2400 bps Modem
Standard 9600 bps Modem
Standard 14400 bps Modem
Have Disk...
< Back
Next >
Cancel

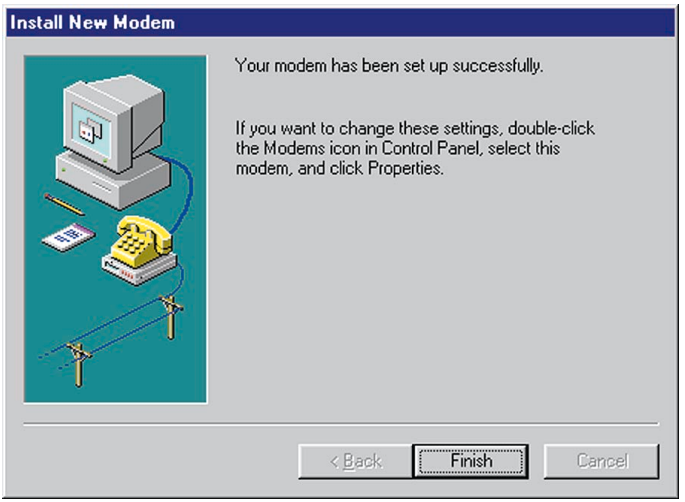
7. After you select the modem, choose a port to install it to. Again, this is random. Select the COM1 port and click **Next**.

NT



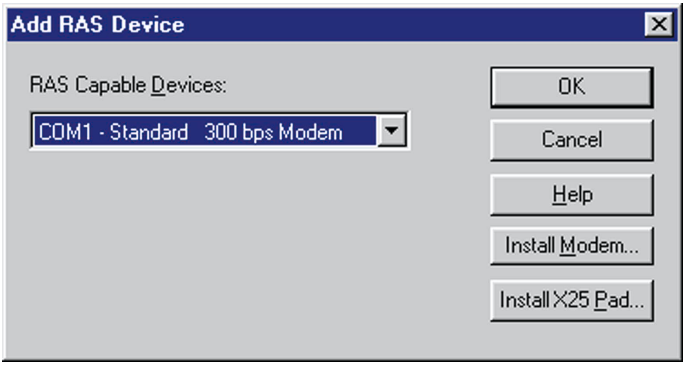
8. You should receive this window saying the modem installed correctly. Click **Finish**.

NT


Install New Modem
Your modem has been set up successfully.
If you want to change these settings, double-click the Modems icon in Control Panel, select this modem, and click Properties.
< Back
Finish
Cancel

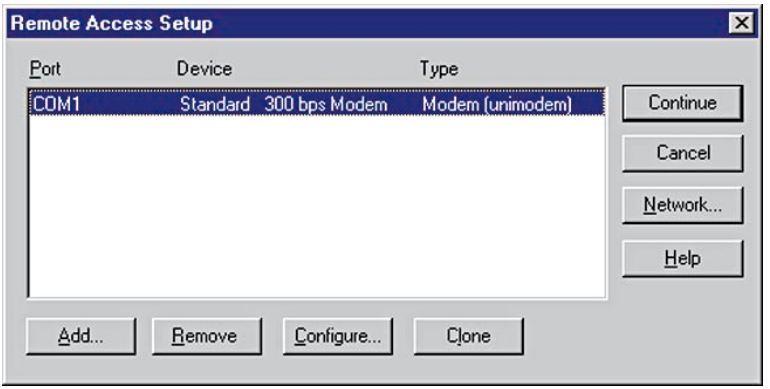
9. The newly installed "dummy" modem should appear in the window now. Click **OK**.

NT



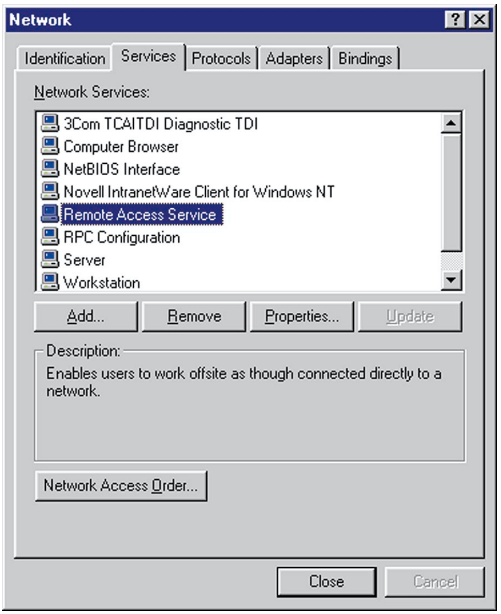
10. This shows the Remote Access Setup. Yours should be similar to this one, varying only by the modem you selected. Click **Continue.**

NT



11. Now the Services tab in the Windows Network applet should show Remote Access Service installed. Click **Close**.

NT



After RAS is installed, you will need to re-start your computer.

Once you have re-started your computer, re-apply your Service Pack and again re-start your computer. This is necessary to ensure that Windows gets all the information stored correctly in its registries.

Windows NT users are now ready to install the CD-ROM as described in Chapter One.

Technical Support

3Com provides easy access to technical support information through a variety of services. This section describes those services.

Technical Support Hotline

Toll-free Technical Support for U.S. Customers

888-877-5040 7:00am - 8:00pm CST; Monday through Friday
7:00am - 4:00pm CST; Saturday

Technical Support for Canadian Customers

Canadian customers can speak to a technical support representative by contacting Keating Technologies.
This is not a toll-free number.

905-479-0231 7:00am - 7:00pm CST; Monday through Friday

Online Technical Support

3Com offers product support 24 hours a day, 7 days a week, through:

World Wide Web http://support.3com.com/broadbandsupport.htm

Email

You can send a message to technical support by selecting **Contact Us** from the "Site Tools" section of the web site.

BellSouth Users: Limited Warranty Note

The warranty information pertaining to BellSouth FastAccess Internet service and the 3Com HomeConnect ADSL Modem are contained in separate documents included in your BellSouth FastAccess kit. If your modem becomes defective within the first year from the date of purchase, call 1-888-321-ADSL. If the modem becomes defective beyond one year from the date of purchase, contact 3Com at the address provided in the 3Com warranty.

If you need to return the modem to Us
after the first year, contact 3Com Customer Support. If the support representative determines that you need to return the modem, you will receive an USO (User Service Order) number. You must have a USO number before returning the modem to us. Ship the unit, postage paid, in a strong box made of corrugated cardboard with plenty of packing material. DO NOT send the modem back in the original box. Send ONLY the modem (NOT manuals, diskettes, etc.) Include your USO number, name and address on the shipping label as well as inside the package. If possible, send the package via a courier capable of tracking the progress of the shipment. Ship to the following address:

3Com
USO# _____
Attn: Dock 15
1800 W. Central Road
Mount Prospect, IL 60056

Customers in Canada needing to return a modem for repair or replacement should send the modem to the following address:

Keating Technologies
25 Royal Crest Court; Suite 120
Markham, ONT L3R 9X4

Manufacturer's Declaration of Conformity

3Com Corporation
3800 Golf Road
Rolling Meadows, IL 60008 USA
(847)262-5000

declares that the **3Com ADSL Modem PCI** conforms to the FCC's specifications:

Part 15, Subpart B, Class B

Operation is subject to the following two conditions:
(1) this device may not cause harmful electromagnetic interference, and
(2) this device must accept any interference received including interference that may cause undesired operations.

FCC Notice: Radio and Television Interference

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The user may find the following information prepared by the Federal Communications Commission helpful: The CIB Interference Handbook and The CIB Telephone Interference Bulletin.

These documents are available on the Internet through the FCC Compliance and Interference Bureau Home Page at http://www.fcc.gov/cib listed under documents. Select CIB Interference Handbook or CIB Telephone Interference Bulletin.

CAUTION: CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE COULD VOID THE USER'S AUTHORITY TO OPERATE THIS EQUIPMENT.

FCC Part 68 Statement

3Com Corporation
Model: **3Com ADSL Modem PCI**

There are no current FCC, Part 68, rules governing DSL modems. However, care should be taken in connecting to a DSL network.

A FCC compliant, 26 AWG, telephone cord with a modular plug is provided with this equipment. This device connects to the telephone network via a RJ -11 plug and jack. The plug and jack also comply with FCC part 68 rules. Be sure that the telephone line you are connecting the modem to is a DSL line and not a standard analog, digital (PBX), party, or coin telephone line.

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But, if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could effect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this device, for repair and warranty information, please refer to the Warranty section of this User Guide.

In the event of device malfunction, all repairs should be performed by 3Com or an authorized agent. It is the responsibility of users requiring service to report the need for service to our company or to one of our authorized agents. In the event service is required, refer to the Warranty section for information.

Service can be obtained at:

3Com Corporation
1800 W. Central Road
Mount Prospect, IL 60056

If the device is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This registered device is capable of providing users access to interstate providers of operator services through the use of equal access codes.

UL/cUL Listing:

This Information Technology Equipment is UL and cUL listed for both the US and Canadian markets respectively.

Canadian Notice:

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the interference-causing equipment standard entitled Digital Apparatus, ICES-003 of Industry Canada.

Cet appareil numérique respecte les limites de bruits radio-électriques applicables aux appareils numériques de la Classe B préscrites dans la norme sur le matériel brouilleur: Appareils Numériques, NMB-003 édictée par l'Industrie Canada

The Industry Canada (IC) label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. Industry Canada does not guarantee the equipment will operate to the users' satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions might not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

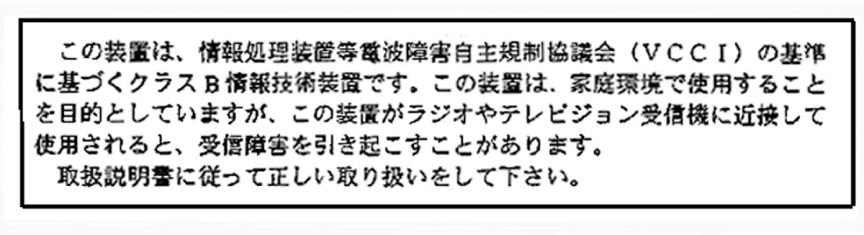
CAUTION: Users should not attempt to make electrical ground connections by themselves, but should contact the appropriate inspection authority or an electrician, as appropriate.

Warranty and Repair Service Center:

Keating Technologies
25 Royal Crest Court, Suite 120
Markham, ONT L3R 9X4

3Com HomeConnect ADSL Modem PCI: Appendix B

This is a class B product based on the standard of the Voluntary Control Council for Interference from Information Technology equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.


この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

Translation: This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

3Com Corporation Limited Warranty

This warranty applies to customers located in the United States, Australia, Canada (except Quebec), Ireland, New Zealand, U.K., and other English language countries, and countries for which a translation into the local language is not provided

HARDWARE: 3Com warrants to the end user ("Customer") that this hardware product will be free from defects in workmanship and materials, under normal use and service, for the following length of time from the date of purchase from 3Com or its authorized reseller: Five (5) years

3Com's sole obligation under this express warranty shall be, at 3Com's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, 3Com may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of 3Com. Replacement products may be new or reconditioned. 3Com warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

SOFTWARE: 3Com warrants to Customer that each software program licensed from it will perform in substantial conformance to its program specifications, for a period of ninety (90) days from the date of purchase from 3Com or its authorized reseller. 3Com warrants the media containing software against failure during the warranty period. No updates are provided. 3Com's sole obligation under this express warranty shall be, at 3Com's option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicable 3Com published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. 3Com makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third party products listed in the 3Com software product documentation or specifications as being compatible, 3Com will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with 3Com's published specifications or user manual.

THIS 3COM PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD PARTY SOFTWARE, THE USE OF WHICH IS GOVERNED BY A SEPARATE END USER LICENSE AGREEMENT. THIS 3COM WARRANTY DOES NOT APPLY TO SUCH THIRD PARTY SOFTWARE. FOR THE APPLICABLE WARRANTY, PLEASE REFER TO THE END USER LICENSE AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE.

OBTAINING WARRANTY SERVICE: Customer must contact a 3Com Corporate Service Center or an Authorized 3Com Service Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from

3Com or its authorized reseller may be required. Products returned to 3Com's Corporate Service Center must be pre-authorized by 3Com with a Return Material Authorization (RMA) number or User Service Order (USO) number marked on the outside of the package, and sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to 3Com until the returned item is received by 3Com. The repaired or replaced item will be shipped to Customer, at 3Com's expense, not later than thirty (30) days after 3Com receives the defective product.

3Com shall not be responsible for any software, firmware, information, or memory data of Customer contained in, stored on, or integrated with any products returned to 3Com for repair, whether under warranty or not.

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